

## CIT Customer Service Report for the Telecommunications Branch



For the period: Wednesday, July 01, 2009 12:00:00 AM to Friday, July 31, 2009 11:59:59 PM

Snapshot Date: 8/1/2009 7:30:08 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
Circuits	0	0	0	17	0	0	3	0	0	14	0
Conferencing	5	0	0	11	0	0	0	2	0	14	2
Coverage	1	0	0	0	0	0	0	0	0	1	2
DELPRO	8	0	0	177	0	0	119	7	0	59	0
General Info	71	0	0	3	0	0	4	50	0	20	7
New Request/Termination	41	0	0	3	0	0	14	1	0	29	3
Phones/Accessories	20	0	0	5	0	0	1	15	0	9	4
Repair	18	0	0	0	0	0	2	1	0	15	6
Repairs	92	0	0	787	0	0	70	89	0	720	1
Training	13	0	0	0	0	0	0	11	0	2	5
TSR	88	0	0	558	0	0	185	82	0	379	1
User Change	7	0	0	0	0	0	1	0	0	6	5
Voice Mail	43	0	0	14	0	0	0	40	0	17	4
<b>Grand Total:</b>	<b>407</b>	<b>0</b>	<b>0</b>	<b>1575</b>	<b>0</b>	<b>0</b>	<b>399</b>	<b>298</b>	<b>0</b>	<b>1285</b>	<b>1</b>

Total Tickets Closed: 1583

Total Tickets Assigned/Pending/Checked Out: 399

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**Total Tickets Created: 1982**